

ABSTRACT OF THE DISCLOSURE

5 A contact center uses a service system to establish communication over a data network,
such as the internet, between customer endpoint systems and the endpoint systems of
customer service representatives, CSRs, of the contact center. The service system
establishes communication between endpoint systems by joining them to an appropriate
communication session with an associated transport mechanism that allows the exchange
10 of data across the network between the joined endpoint systems. For each communication
session, a respective service instance and session instance are created. The service instance
provides service specific behaviour whilst the session instance provides generic operations
for adding and removing endpoint systems to the communication session. By specifying
different service-specific behaviors, a range of corresponding customer services can be
15 offered.

(Fig. 3)

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